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AUTHOR Gabriel, Ron
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ABSTRACT

A study was conducted to explore user attitudes in public library listening areas and potential interaction problems between librarians and patrons in these areas. A questionnaire, sent to audiovisual department heads and their assistants in a random sample of 80 public libraries in cities with populations over 100,000, provided data for statistical analysis. Librarians responded to questions about facilities in the listening area, written or unwritten policies governing use, listening habits, problem patrons, restrictions, and morale problems. Data from the 105 questionnaires returned were analyzed using FREQUENCIES and CROSSTABS, subprograms of the Statistical Package for the Social Sciences. Findings are discussed in the context of crosstabulations of questionnaire variables, conclusions reached, and recommendations for additional research. The questionnaire and cover letter complete the report. (SW)

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A STUDY OF LISTENING AREAS IN PUBLIC LIBRARIES OF THE UNITED STATES

by

Ron Gabriel

A Research Paper
Submitted to The
School of Library and Information Sciences
Brigham Young University
Provo, Utah

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PREFACE

When I began working at the Salt Lake City Public Library six years ago, my apparitions of how a Fine Arts Librarian performed had not been clouded, or perhaps I should say attacked, with those inevitable hidden assignments that grow with the years to make being a librarian less pleasant. I wanted to serve the public, to be that all-knowing link between patron and knowledge. What I got was my desire plus--the listening area and voluminous vignettes suitable for the pens of Rod Serling, Alfred Hitchcock, and Jack Webb. What I did not realize was that, within that particular listening area, the role of librarian was to be too often pushed aside in order that I might shuffle through my undergraduate psychology notes to find answers to why people react the way they do in that mysterious musical maze of stereophonic tonic. Why did seemingly "normal" patrons feel automatically in charge once they put on the headphones? Why did they unabashedly flap their arms, chant in unknown tongues, snap their fingers, glide from table to table, and--even worse--feel a need to pilot the librarian? With all the "tending-to" necessary to man that listening area, I found that a large portion of my job had little to do with my ideal of being communique-magnifico. I was at times attending what could

have been easily viewed as a third floor psycho-ward. And I wondered why the inmates would not leave me alone. Why did I feel offended when my patrons ordered me to "flip it over"? And why were my fellow librarians offended and disgusted when it was their turn to hold the whip? And why did we put on our invisible hats and plot out our maneuvers, preparing the regiments for offense or defense? Why did we feel threatened?

The irony that accompanied all the previously mentioned detriments was that the listening area had such potential. Many people used the headphones for any number of reasons and left, it seemed, feeling fulfilled. But, those patrons were not the ones who concerned me. Rather, it was the patron who, once seated behind a listening station, became a totally different personality. He and his numerous followers were the ones who made me more aware of myself and my co-workers, and how we, too, snapped to another (unprofessional) personality when confronted by the "enemy's" demands. I wondered what there was about the listening area that invited an all-out war between librarians and patrons.

Thus, I posed the great question: why? Other libraries hopefully (apologies for not wanting to be alone in this), were suffering from similar situations. Surely the Salt Lake City Public Library third floor listening area was not a "twilight zone." There needed to be an

answer, and I sought one with this study on behavior patterns of personnel and clientele.

Of course, I could not possibly have done this project alone--and would not want to. I award a ton of thanks and appreciation to Professor Purdy, who was my engineer, and to my fellow researchers who worked in the caboose to help me chug along through my anxieties. J. Dennis Day, Director of the Salt Lake City Public Library, deserves an asiie of special thanks, for he authorized financing for the study. He has also given me personal support and has kept me on the right track.

Additional thanks go to Dr. Nathan Smith, who literally trudged through a blizzard to save my variables; to Dr. Keith Stirling, whose hickory stick teased me into recognition of my initial errors in crosstabulation; and especially to Dr. Merle Lamson, who, on numerous ego stroking occasions, reiterated, "Now, what's the problem?"

Foremost thanks go to Ron Heezen, who was my fuel throughout the entire study.

TABLE OF CONTENTS

	Page
PREFACE	ii
Chapter	
1. THE PROBLEM	1
Statement of the Problem	1
Fuller Definition of the Problem	1
Delimitations of the Problem	1
Hypothesis	2
Definitions of Terms	2
Importance of the Study	2
2. ATTITUDES RELATED TO THE PROBLEM	4
3. RESEARCH METHODOLOGY	9
4. ANALYSIS OF THE DATA	10
Frequencies	10
Crosstabs	14
5. SUMMARY AND CONCLUSIONS	18
Restatement of the Problem	18
Procedures	18
Conclusions	18
Recommendations for Additional Research	22
SOURCES CONSULTED	24
APPENDIXES	
A. QUESTIONNAIRE	26

APPENDIXES

Page

B. COVER LETTER FOR QUESTIONNAIRE. 30

Chapter 1

THE PROBLEM

Statement of the Problem

How did library practices affect the patterns of behavior of the clientele and the attitudes of the personnel in listening areas of randomly selected public libraries in the United States?

Fuller Definition of the Problem

How did practices for listening areas in randomly selected libraries within the United States affect the behavior of personnel toward clientele; the behavior of clientele toward personnel; the morale of the personnel; the independent behavior of the clientele? What patterns had been created?

Delimitations of the Problem

No attempt was made to evaluate written policies and procedures since the problem was to determine how the practices affected behavior. The study dealt only with perceptions of librarians in listening area situations and did not set up conditions for clientele. It did not include indepth psychological or sociological analyses and was thus limited to librarians' impressions.

Hypothesis

The kinds of practices for listening areas in public libraries made no difference in the behavior of the clientele and the attitudes of the personnel as perceived by the librarians.

Definitions of Terms

Listening Area. Within the library framework, those areas that had been created for patrons who wished to listen to recordings.

Policy. A rule or regulation that had been written down by the governing body of the library.

Procedure. A series of established steps followed in a regular, definite order.

Practice. An assumed rule or regulation with nothing in print to support it.

Importance of the Study

Listening areas had become a featured attraction in public libraries within the last fifteen years. The assumption was that, at their inception, expectations as to their success and use were made. Those expectations and predetermined uses had seemingly gone astray, leaving librarians with a chaos of unmanageable requests and patron expectations. This study proposed to collect enough data to analyze the problems in order to seek out

solutions or to prove, because of uncontrollable conditions, the invalidity of having listening areas in public libraries.

Chapter 2

ATTITUDES RELATED TO THE PROBLEM

This researcher found no literature that was directly related to attitudinal and behavioral problems in listening areas of public libraries. However, certain information which discussed areas indirectly related to the problem was discovered: id est, values, new services, problem patrons, audiovisual responsibilities, and self-awareness. These areas were linked together in an attempt to solve the initial problem.

Without an understanding of values, the librarian cannot assume an intelligent approach to realizing the why's and how's of creating and justifying areas where patrons may listen to recordings. One must realize that understanding values does not designate precision, for values can "never be precise, they are judgements, partially objective, partially subjective, which we place or attribute to things and individuals . . . often wrongly."[1] Values must be taken on objective evidence, and are usually best taken in the circumstances surrounding a particular situation[2]--the listening area, for example.

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[1]J. S. Smith, "Towards a New Knowledge," New Library World, 77 (July, 1976), 125.

[2]Smith, p. 126.

Because this present study dealt with the librarians' perceptions of their interactions with patrons, this researcher incorporated a study of values.

Willie Nelms, director of the Bristol (Virginia) Public Library, was concerned not only with the existing rapport librarians have with clientele, but with the legitimacy of providing certain services. Upset over the fact that libraries were loaning objects such as hamsters and garden tools, he stated:

> Why not circulate guns? Just think of the possibilities. Libraries could offer a true public service by making weapons of all types available--from "Saturday-night Specials" to sophisticated rifles and automatic weapons. . . . Hunters going out for a weekend adventure could simply stop by their local library to pick up a shooting iron. . . . Men and women afraid to walk home alone at night from the downtown library could simply check out a .38 to carry with them.[3]

Nelms was most concerned over the lack of limitations with library services, since such materials as he described could fall into the hands of criminals, who would also be entitled to the new service. His points revealed a great relevance to problems suffered by librarians managing listening areas.

"Loma Reynolds maintains that after 20 years in the AV room [Los Angeles Central Library] she feels qualified to work in any psychiatric hospital."[4] Whereas,

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[3]Willie Nelms, "Gunned Down at Local Library," Wilson Library Bulletin, 51 (December, 1976), 306.

[4]Carol Easton, "Sex and Violence in the Library:

Loyce Pleasants, director of the Central Library, admitted that there "had been 'some problems' in the AV room; but to discontinue that service would be, she says, unthinkable, and would infringe on the rights of the majority of patrons who behave themselves."[5] Alan Boye, former director of the audiovisual department of the Santa Fe (New Mexico) Public Library reinforced Pleasants' attitude by stating that audiovisual materials should be available to all adult (a qualification not found in Pleasants' statement) patrons without limitations. The perplexing problem was in defining the patron's responsibilities and the library's legal protection,[6] thus a problem in protecting the morale of the personnel. With these attitudes of extremes came the issue of the rights of the staff. Carol Easton, who was doing close research for a book on the crisis of the urban public library interviewed the librarians and wondered at what point a public servant became a public slave and why they "absorb abuse like human sponges."[7] She realized that the attitudes of librarians changed when they were confronted with a problem of the

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Scream a Little Louder, Please," American Libraries, 36 (October, 1977), 484.

[5]Easton, p. 486.

[6]Alan Boye, "Special Report: Creating an Audiovisual Department," Wilson Library Bulletin, 51 (January, 1977), 398.

[7]Easton, p. 487

deviant. This researcher's intention was to discern how practices of librarians affect such behavior and attitudes.

If serious concern is to be given to the problems of dealing with interrelationships between personnel and clientele, the librarian must be responsible for his own self-understanding, according to Dr. Thomas Childers of Drexel University and Mike Goodman of Family Service of Montgomery County, Pennsylvania. "The better the self-awareness, the better the understanding of the needs of others."[8] The development of appropriate emotional and psychological reaction is, revealed Dr. Samuel Granich, Philadelphia psychologist, the result of a thorough knowledge of one's self.[9] Discovering one's self seemed to be a major link in solving the behavioral problems and was, therefore, kept constantly in mind while making evaluations from the tabulated data gathered from the questionnaires sent to various libraries.

The belief was, at the onset of this study, that library personnel and clientele were suffering great inconveniences due to poorly designed interrelationships. By studying the literature on the psychological aspects such as values and self-awareness, and the physical views such

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[8]Lynn W. Burns and Jacqueline Gwyn, "Self-Awareness Training; a New Experience for Librarians," Pennsylvania Library Association Bulletin, 28 (September, 1973), 206.

[9]Burns, p. 207.

as audiovisual programs and other new services, a more concrete approach to this study was achieved. By then combining the indirectly related concepts, this researcher realized a more feasible manner from which to draw some logical conclusions about library practices and how they affect the patterns of behavior of the clientele and the attitudes of the personnel in listening areas of various public libraries in the United States.

Chapter 3

RESEARCH METHODOLOGY

A questionnaire (see Appendix A) was designed to complement the attitudinal study. Care was taken to include questions which, when cross-correlated, would reflect the behavioral conditions of librarians who responded. A pilot study using the questionnaire was performed on selected Utah public libraries with listening areas to test the accuracy and relevancy of the questions.

The World Almanac, 1978 provided a list of United States cities with populations over 100,000. A random sample (80) was drawn from that list of 160 cities, and the American Library Directory was used to designate the major public library within each city. Those public libraries were then surveyed using a revised questionnaire. A cover letter (see Appendix B) briefly explaining the need for the study accompanied each questionnaire. Each library received two questionnaires: one for department-head, another for his/her assistant.

Librarians consulted were allowed four weeks to return the questionnaires (105 respondents = 70 percent return) before analysis of their responses began. The Statistical Package for the Social Sciences (SPSS) program was then used to compile and compare the gathered data. An evaluation of the collected information and conclusions were written.

Chapter 4

ANALYSIS OF THE DATA

The SPSS computer program was used to print the information and design tables requested by this researcher. To realize the percentages and numbers of respondents' attitudes, the FREQUENCIES subprogram was used to diversify the data. A CROSSTABS subprogram was used to relate attitudes revealed from the questionnaires to other specific factors (also revealed from the questionnaires) to check for any measurable level of significance between two possibly related variables.

Frequencies

In order to realize greater statistical accuracy, this research recoded all information following the results of the first question on the questionnaire. (See Appendix A.) Question one established whether or not the respondents had a listening area. Those who answered with a NO response were deleted from the number of cases actually computed with SPSS. (Twenty-five responded NO.) Inclusion would have created a constant number of missing cases in all frequencies and crosstabulations. The percentages derived from the data are based only on those questionnaires returned with a YES response to the first question: "Do you have an area where patrons may listen to recordings?"

Of the 105 returned questionnaires, 76.2 percent responded that they do have listening areas, while 82.5 percent of the librarians were responsible for serving patrons in the areas. The largest group of librarians (46.3 percent) were between ages twenty-six and thirty-five and had worked in the listening area from one month to fourteen years. (Frequencies for "time worked" were too evenly scattered for any significant results, with four years being the greatest number representing only 11.2 percent.) Those in charge of the departments which manage listening areas represented 45 percent of those librarians who returned questionnaires.

To determine the physical features of the listening areas, librarians were asked to describe the facilities. More than half (53.7 percent) had audiovisual departments separate from the rest of the library; only 22.5 percent had private listening booths; the use of headphones represented 95 percent; almost three fourths (72.5 percent) of the population had listening tables. More equipment was run by patrons (65 percent) than by librarians (43.8 percent). However, some librarians used several systems (nearly 75 percent).

Nearly 80 percent of the librarians had duties other than those which pertain to audiovisual materials. Reference (62.5 percent), technical processing (30 percent), and administration (45 percent) were additional routine assignments. Twenty-four percent responded that duties other than those listed on the questionnaire were their regular responsibilities.

The study determined the existence of written and/or unwritten policies. Over 50 percent of the libraries did not have written policies which govern the use of the listening areas. When asked what percentage of the time those who had written rules followed the policies, 60 percent did not respond, while 17.5 percent stated that they followed the policies 76-90 percent of the time, and another 17.5 percent declared 90-100 percent of the time. Unwritten rules which govern the use of the listening area were revealed by 77.5 percent of the librarians who responded to the questionnaire.

In dealing with patron services, category labels of ALWAYS, OFTEN, SOMETIMES, SELDOM, and NEVER were used as options for how librarians "felt" about their attitudes toward patrons. Most felt that they ALWAYS or OFTEN served equally all patrons who wished to use the listening area; although, 76.2 percent of the librarians considered some of the listening area clientele as problem patrons, who, as was judged by the librarians, used the areas anywhere from less than one hour to more than ten hours a day. (The variation in time for problem patrons using the listening areas was evenly distributed with only three outstanding figures: less than one hour, 31.3 percent; 2 hours, 13.7 percent; 4 hours, 12.5 percent.)

Service was SOMETIMES refused to patrons by 41.2 percent of the librarians for several reasons: habitual troublemaker, drugs, dress, rudeness, and patron too young or too old. More than 50 percent of the respondents claimed that loudness,

drunkenness, and no equipment available were the major causes for refusing service.

Using the scale previously mentioned, ALWAYS to NEVER, librarians were asked if they felt that the listening areas attract problem patrons. The response was nearly 50 percent. However, 78.7 percent felt that the area should be offered as a library service. Yet, only half of those same librarians felt that the service should be offered OFTEN without restrictions. Twenty-four percent of the respondents stated that the area should SELDOM be provided without restrictions. Most librarians (62.5 percent) believed that they ALWAYS served patrons equally, and only 41.2 percent recorded that they OFTEN enjoyed serving patrons. OFTEN, SOMETIMES, and SELDOM were relatively equally selected (each representing one fourth of the population) when asked if problem patrons influenced their attitudes toward serving patrons in the listening areas.

When asked if aware of morale problems among those staff members who served the listening areas, three fourths of the librarians responded with SOMETIMES/OFTEN/ALWAYS. Less than one fourth replied with SELDOM/NEVER. In addition, 71.3 percent of all the librarians felt that, if morale problems did exist among the staff who served listening areas, those problems were OFTEN influenced by problem patrons who use the listening areas. Over three fourths of the librarians felt that the clientele was OFTEN fair to them, and 67.5 percent felt that they were OFTEN fair to their clientele. Fewer (33.7 percent) felt that they were ALWAYS fair to problem

patrons, while 37.5 percent felt that problem patrons should SOMETIMES receive the same service as others.

Librarians (65 percent) felt that clientele for the listening areas SOMETIMES act "strangely" while listening to recordings. Some witnessed patrons conducting pretend orchestras (66 percent), using profanity (42.8 percent), abusing librarians (33.7 percent), talking to imaginary people (57.5 percent), playing invisible instruments (60 percent), becoming violent (23.7 percent), and 40 percent of the librarians listed other "strange" activities.

After responding to thirty-one questions, librarians were asked if they felt that the listening area was serving the purpose it was assumed to serve at its inception. OFTEN was the largest response (41.2 percent); however, ALWAYS and SOMETIMES each shared one fourth of the total response, while SELDOM represented 7.5 percent.

Crosstabs

Crosstabulations of variables from the questionnaire were requested from SPSS. Age was crosstabulated with many variables. When comparing age with the variable which determined if librarians felt that listening areas attract problem patrons, statistics revealed a constant SOMETIMES response from respondents between ages twenty-one and forty-five. Librarians from ages forty-six to over sixty responded with OFTEN. (The significance level of the cross-correlation was 0.0123.) Age was again measured against a librarian's awareness of morale problems among those librarians who serve the

listening areas. Librarians between thirty and thirty-five showed the greatest response of OFTEN, with a significance level of 0.0013. An average of 80 percent of the librarians between ages twenty-one and thirty-five saw problem patrons using the listening area from five to nine hours each day. (The level of significance was 0.0000.) Librarians in nearly all age levels felt that morale problems are either SOMETIMES or OFTEN caused by problem patrons. (The level of significance was 0.0203.) And, of those who revealed that they were ALWAYS aware of morale problems, 100 percent stated that those problems were ALWAYS/OFTEN influenced by problem patrons. In comparison, 80 percent of those librarians who claimed to have NEVER been aware of morale problems, also claimed to serve problem patrons less than one hour each day. Those with the greatest awareness of morale problems served problem patrons from seven to over ten hours each day. Even though 86.7 percent of all librarians questioned considered some clientele as problem patrons, those same librarians felt that patrons are OFTEN fair to them. (Significance level was 0.0185.)

Ninety-one percent of those who claimed to serve problem patrons between three and six hours a day, proposed to ALWAYS/OFTEN serve all patrons equally. (Confidence level was 0.0003.) An average of 85 percent of the librarians who served problem patrons from less than one hour to over ten hours each day felt that listening areas should be made available to the public. However, those listing problem patrons using the facilities three hours or more each day believed that problem

patrons strongly influenced their attitudes toward serving patrons in the listening areas. (Significance level was 0.0001.) These same librarians were more greatly aware of morale problems among personnel serving the area and felt that those morale problems were OFTEN influenced by problem patrons. (Significance level was 0.008.)

Of those in charge of the department which had a listening area, 88 percent had duties other than serving the listening area, and 73.8 percent of the nonsupervisors shared similar extra responsibilities. Whether or not a person was in charge of a listening area had no valid measurable significance in any category crosstabulated. Nonsupervisors did, nevertheless, show a slightly greater percentage of awareness of patrons a problems and of morale problems among personnel. Also, having extra duties did not significantly affect any variable crosstabulated.

The existence or nonexistence of written policies was measured against several variables. Whether a library had written policies and the amount of time librarians followed those policies, if available, revealed to be of no great significance (measuring at the .07 and .55 levels respectively). Policies also had no effect on the librarians opinions toward the number of hours a day needed to serve problem patrons. Nearly 60 percent of those librarians without written policies felt that listening areas should OFTEN be made available without restrictions. Satistics for libraries with written policies could not be significantly measured in this category,

since opinions varied relatively equally in all responses, ALWAYS through SELDOM; however, nearly 50 percent of the librarians with policies designated that the area should NEVER be provided without restrictions. Written policies also showed little effect on a librarian's opinion toward whether or not a listening area was serving the purpose it was assumed to serve at its inception.

The type of facility made available to the public for listening services was measured against variables which sought librarians' attitudes toward serving the listening areas. Number of hours problem patrons used the areas was compared with all facilities: audiovisual department separate from the rest of the library, private listening booths, headphones, listening tables, equipment run by librarians, equipment run by patrons. No measurable differences were discovered among the facilities with no significant relationship to number of hours needed to serve problem patrons.

CROSSTABS provided information which disclosed that most of the physical characteristics of a listening area had little to do with personnel or clientele satisfaction or the degree of comfort within the interrelationships between clientele and personnel. The most significant issues brought forth were psychological measurements which portrayed an overall degree of emotional comfort or discomfort.

Chapter 5

SUMMARY AND CONCLUSIONS

Restatement of the Problem

This study was designed to determine how library practices affect the patterns of behavior of the clientele and the attitudes of the personnel in listening areas of randomly selected public libraries in the United States: id est, behavior of clientele toward personnel; the morale of the personnel; the independent behavior of the clientele; and the patterns that had been created.

Procedures

Questionnaires were mailed to randomly selected libraries serving cities (within the United States) with populations over 100,000. The supervisor of the listening area and one assistant from each library were asked to return the completed forms. Seventy percent of those librarians mailed questionnaires responded. FREQUENCIES and CROSSTABS, subprograms available on SPSS, were employed to analyze the data.

Conclusions

After examining the data analyzed in the preceding chapter, this researcher formulated possible conclusions. Many of the variables crosstabulated revealed information that was significant; yet, the study was based on "attitudes,"

not factual evidence. The validity of the study was supported by this researchers belief that "attitudes" are powerful forces which govern the patterns of behavior in any situation, especially in an environment which, as the study revealed, invites persons who deviate from the norm. The assignment was an examination of how librarians felt about selected issues which could possibly have existed within their departments. The realization that "attitudes" or "feelings" governed the validity of this report must be acknowledged before the following conclusions can be accepted as logical possibilities.

There was an obviously strong interest in the study since 64 percent of the libraries which responded expressed desires to receive the results of this project. Many respondents attached notes (some letters) expressing their concerns for the problems they were suffering within their departments which had listening areas. More than half of those who returned questionnaires stating that they did not have listening areas also requested the results of this study to be used as an instrument of measure for future development of their own listening areas.

A strong relationship was evident between mortal problems and problem patrons. Nearly all librarians believed, to some degree, that listening areas attract problem patrons. This belief naturally invited the question of whether or not a library should provide a service which aggravates the equanimity of the interrelationship between clientele and person-

nel. Librarians nearing retirement and those in their early thirties were most greatly aware of problem patrons and their influence on morale problems. Some declared that serving problem patrons involved more than half the hours their libraries were open. These facts were related to the opinions of those librarians who, in addition to stating that there were few morale problems among the listening area staff, inferred that they served problem patrons less than one hour each day. Thus, the study revealed, with strong support, that problem patrons do have an influence on morale problems among the librarians who serve the listening areas.

Although the librarians have expressed discomfort while serving the listening areas, nearly all felt that they served all patrons equally; but, less than half said that they <u>enjoy</u> serving patrons OFTEN. Slightly more than half of the librarians felt that they were often fair to problem patrons. (The information in this paragraph exposes contradictions, since nearly all librarians stated that they serve all patrons equally, while 50 percent of those same librarians felt that they were unfair to problem patrons.)

As the role of this researcher revolved to the role of interpreter, the information available pointed toward the following conclusions: (1) librarians were often dissatisfied while serving the listening areas; (2) librarians were often giving unequal service to patrons; (3) librarians with high problem patron usage suffered morale problems among staff who serve the listening areas. Although librarians

were concerned about the problems within their departments, most wanted to provide the listening area service.

Two factors which were considered strong possibilities toward creating a positive or negative attitude toward the listening area were the "facilities" and the "policies." Both revealed no evidence to substantiate an influence upon creating a pleasant or unpleasant environment. The study delivered no information which could support a statement that any one type of listening area was more suitable and/or less likely to create problems with patron-librarian interactions than any other. And, the performances and attitudes of librarians who had written policies governing the use of the listening area varied little from those who worked with unwritten policies.

An important insight gained from this study was discerning what was not significant. At least, those insignificant issues can be laid aside temporarily while other newer and various possible causes and solutions can be examined.

Thus, this study did not disclose substantial evidence which would indicate that any particular library practices would affect the patterns of behavior of the clientele and the attitudes of the personnel in listening areas of public libraries. The project did uncover information causing this researcher to believe that problem patrons are a probable cause for morale problems among personnel who serve the listening areas. Without indepth psychological and sociological analyses, the reasons for these behaviors and atti-

tudes could not be discerned.

Recommendations for Additional Research

To this researcher's knowledge, this study was the first of its kind to pry into the interrelationships of clientele and personnel within listening areas of public libraries. The results have uncovered a critical issue: problem patrons probably entice morale problems among the librarians who serve the listening areas. Although the project attempted to uncover specific library practices which could have possibly influenced uncomfortable interactions, no significant information was found.

A further research project is suggested. Now that the problem has been realized--along with a probable cause--extended studies dealing with facilities, patron supervision, and the psychological and sociological impact of attitudes could enhance this initial assignment.

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SOURCES CONSULTED

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APPENDIX A

QUESTIONNAIRE

QUESTIONNAIRE

Please be honest with your answers and remember that confidentialness is assured. Check the appropriate space.

1. Do you have an area where patrons may listen to recordings? ___YES ___NO

2. If your answer was YES, please continue; if NO, please stop and return questionnaire in the enclosed self-addressed, stamped envelope.

3. What is your age?
___21-25 ___26-30 ___31-35 ___36-40 ___41-45 ___46-50 ___51-55 ___56-60 ___over 60

4. What is the size of your library? _____volumes.

5. Are you responsible for serving patrons in the listening area? ___YES ___NO

6. How long have you worked in the listening area? ___years.

7. What facilities do you have? (Check all that apply.)

___audiovisual department (separate from rest of library)
___private listening booths
___open area for listening
___headphones
___listening tables
___equipment run by librarians
___equipment run by patrons
___other (Please explain on back.)

8. Do you have duties other than those which pertain to audiovisual materials? ___YES ___NO

9. If YES, please check all that apply.
___reference
___technical processing
___administration
___other (Please explain on back.)

10. Do you have written policies which govern the use of the listening area? ___YES ___NO

11. If YES, what percentage of the time do you follow the policies.
___0-15% ___16-30% ___31-45% ___46-60% ___61-75%
___76-90% ___90-100%

12. Do you have <u>unwritten</u> rules which govern the use of the listening area? ___YES ___NO

Reminder: Your honest, personal opinions are needed.

13. Do you serve equally all patrons who wish to use the listening facilities?
___ALWAYS ___OFTEN ___SOMETIMES ___SELDOM ___NEVER

14. Do you consider some of the listening area clientele as "problem patrons"? ___YES ___NO

15. Approximately how many hours a day do "problem patrons" use the listening area facilities?

___less than 1 hour
___1 hour
___2 hours
___3 hours
___4 hours
___5 hours
___6 hours
___7 hours
___8 hours
___9 hours
___10 hours
___more than 10 hours

16. Are there times when you refuse service to patrons wanting to listen to recordings?
___ALWAYS ___OFTEN ___SOMETIMES ___SELDOM ___NEVER

17. What are the reasons? (Check all that apply.)

___habitual trouble-maker
___drunkenness
___drugs
___their dress
___no equipment available
___loudness
___rudeness
___age (___too old
___too young)
___other (Please explain on back.)

18. Do you believe that listening areas attract "problem patrons"?
___ALWAYS ___OFTEN ___SOMETIMES ___SELDOM ___NEVER

19. Do you believe that your library should offer listening area services? ___YES ___NO

20. Should this service be provided without restrictions?
___YES ___NO

21. Do you believe that all patrons should be served equally in the listening area?
___ALWAYS ___OFTEN ___SOMETIMES ___SELDOM ___NEVER

22. Do you enjoy serving patrons who wish to listen to recordings?
___ALWAYS ___OFTEN ___SOMETIMES ___SELDOM ___NEVER

23. Do you feel that the "problem patron" influences your attitude toward serving patrons in the listening area?
___ALWAYS ___OFTEN ___SOMETIMES ___SELDOM ___NEVER

24. Are you aware of morale problems among those staff members who serve the listening area?
___ALWAYS ___OFTEN ___SOMETIMES ___SELDOM ___NEVER

25. Do you believe that these morale problems, if any, are influenced by "problem patrons" who use the listening area?
___ALWAYS ___OFTEN ___SOMETIMES ___SELDOM ___NEVER

26. Do you feel that your listening area clientele are fair to you?
___ALWAYS ___OFTEN ___SOMETIMES ___SELDOM ___NEVER

27. Do you feel that you are fair to your clientele?
___ALWAYS ___OFTEN ___SOMETIMES ___SELDOM ___NEVER

28. Do you feel that you are fair to "problem patrons"?
___ALWAYS ___OFTEN ___SOMETIMES ___SELDOM ___NEVER

29. Do you believe that "problem patrons" should receive the same service as others?
___ALWAYS ___OFTEN ___SOMETIMES ___SELDOM ___NEVER

30. Does the clientele for the listening area act strangely while listening to recordings?
___ALWAYS ___OFTEN ___SOMETIMES ___SELDOM ___NEVER

31. If so, please mark all that apply.

___conduct pretend orchestras
___use profanity
___abuse librarians
___talk to imaginary people
___play invisible instruments
___become violent
___other (Please explain on back.)

32. Do you believe that the listening area is serving the purpose it was assumed to serve at its inception?
___ALWAYS ___OFTEN ___SOMETIMES ___SELDOM ___NEVER

33. Are you in charge of the department which manages the listening area? ___YES ___NO

Thank you! Please return the answered questionnaire in the self-addressed, stamped envelope.

APPENDIX B

COVER LETTER FOR QUESTIONNAIRE

COVER LETTER FOR QUESTIONNAIRE

Dear Fellow Librarian:

Audiovisual centers have become a major emphasis in public libraries today. Their contributions stand without question; however, the problems evolved from these facilities are a great concern to all of us. Please help by lending only a few minutes of your time to share your particular expertise.

The enclosed (two) brief questionnaires have been designed to gather information regarding the listening areas (a place where patrons may listen to recordings). Perhaps the tabulated results of this study will provide answers which will ensure better service. We need the department-head of the area and one of his/her assistants to aid us in attaining that goal. It is important that both questionnaires are completed and returned.

Attached are self-addressed, stamped envelopes for returning the completed questionnaires.

Thank you for being so kind to help us and yourself.

Anxiously waiting for your support,

Ron Gabriel
Salt Lake City Public Library

P.S. If you will leave your name and address, I shall be pleased to send you the results of this questionnaire.